

AFFORDABLE TECHNOLOGY SUPPORT FOR YOUR HOME



RESIDENTIAL SERVICE OFFERINGS

COMTEX TECHNOLOGIES CO.

(317) 409-4592 • FAX (317) 926-5975

EMAIL: SALES@COMTEX.US

SERVING THE INDIANAPOLIS, IN AREA SINCE 2000



Now That You Have Invested In The Equipment... What Are Your Day-To-Day Support Plans?

We Have the Solution. **Get a Managed Service Agreement** **Technology Support Services That Are Catered Around Your Needs**

- Technical Support Setting A Standard In The Industry
- Saving YOU Time and Money
- Offering YOU Quick, Easy and Valuable Solutions

From individual desktop support, to home area networks connecting desktops within the home, to various applications within the home--we focus on providing solutions that work.





TECH@HOME™ KEEPS YOU COVERED

Time = \$\$\$

We believe your time is precious. When you have problems with your computer systems you shouldn't have to spend your valuable time wearing a tech-support hat. Our skilled technicians, reliable software, and proven methods allow you and your family to spend your time working **WITH** your technology – not **ON** your technology.

You can count on us to deliver the Value, Integrity and Service Comtex Technologies is known for.

We believe when you have problems with your technology systems, you can be assured that help is available. At Comtex, our Managed Service Agreement (MSA) is catered to each individual client's needs. We make it a point to offer you superior service.

- Simply put--We are a quick phone call away: if you need your computer repaired, call us at (317) 409-4592, 24 hours a day, and 7 days a week.
- Our business partnerships with industry titans such as Cisco, Microsoft, Dell, and Symantec Corp. save you time and money
- Tech@HOME™ - a service developed by Comtex that constantly monitors your network and will fix problems proactively.
- We follow up with you to make sure you're satisfied with your support
- Our elite team of technology professionals are experts in their fields who know the latest developments in the IT industry.



COMPARE OUR MANAGED SERVICE AGREEMENT AND LOW PRICES

- Compare our coverage plans. You'll find that we offer more for the price—with the best value and service.
- Check our Service offerings. It covers many additional, but common issues which will give you added protection as your system problems arise
- Within each of our lines of services, we are able to leverage our expertise, disciplines and strategic partnerships to deliver complete, turnkey systems.





reliable

dependable

professional

we sell solutions!™



YOU NEED A TECH@HOME™ MANAGED SERVICES AGREEMENT!

You need to:

- Partner with a trusted vendor known for listening and responding quickly
- Have a network of technicians who are experts in their field
- Have a team on hand which will help you save money on technology improvements

A Tech@HOME™ Managed Service Agreement can also help with:

- Network management, system/risk assessment, integration management,
- Home Network design, and security
- Application development, and many other Information Technology services.



APPLYING IS EASY

Don't wait for a computer problem to arise, make the decision today to apply for a Tech@HOME™ Managed Service Agreement.

You have two easy ways to apply: call us at (317) 409-4592 or email us at sales@comtex.us



MANAGED SERVICE PLAN COMPARISON

| | Silver | Gold | Platinum |
|-------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------|---------------------------------------------------------------------------|
| DESCRIPTION | \$25.00 p/mth | \$40.00 p/mth | \$75.00 p/mth |
| Hourly On Site Rate | \$50* (12 month contract required. Ask about our 24 and 36 month plans) | \$35* (12 month contract required. Ask about our 24 and 36 month plans) | \$0.00* (12 month contract required. Ask about our 24 and 36 month plans) |
| Free On-Site Support (1hr per visit minimum) | 2 hrs per month | 5 hrs per month | unlimited |
| Emergency Response Rate | \$75* (12 month contract required. Ask about our 24 and 36 month plans) | \$50* (12 month contract required. Ask about our 24 and 36 month plans) | Included |
| Emergency Response Time | Under 4 hours guaranteed | Under 3 hours guaranteed | Under 2 hours guaranteed |
| Included On-site scheduling of technician | 1-2 days | Next Day | Same day |
| Phone and Remote Support Sessions | Includes Unlimited help desk calls | Includes Unlimited help desk calls | Includes Unlimited help desk calls |
| 24-7 Remote Monitoring | Included | Included | Included |
| Notification of unusual events | Included | Included | Included |
| Executive Summary Monthly Report | Included | Included | Included |
| Spyware Software and monitoring/removal | Included | Included | Included |
| Unlimited Remote Patch Mgmt. (operating system) | Included | Included | Included |
| Monthly PC Maintenance | Included | Included | Included |
| Quarterly review and planning meeting | Included | Included | Included |
| Adding and removing technology* | NOT Inc. | Included | Included |
| Asset Management | NOT Inc. | Included | Included |
| Unlimited software upgrades* | NOT Inc. | Included | Included |
| Firewall Management | Included | Included | Included |
| Printer Management (Networked) | NOT Inc. | Included | Included |
| | | | |
| Virus R^ [çap | NOT Inc. | NOT Inc. | Included |
| Additional Services Setup Fee Discount | 10% | 15% | 20% |
| Installation of new hardware and software* | NOT Inc. | NOT Inc. | Included |
| Shopping and ordering warranty parts* | NOT Inc. | NOT Inc. | Included |
| 100% No Hassle Guarantee | Included | Included | Included |
| | | | |
| | | | |
| Number of PC's Covered | 1-2 | 3-4 | 5+ |
| | | | |

*Labor only; all hardware and software costs will be additional. B cfa U`cbgHfUHY]g~%\$\$\$\$d#f"

| ADDITIONAL SERVICES | | |
|-----------------------------|-----------------------|------------------|
| | For Current Customers | Hardware Costs |
| Home Security Service | \$50 | call for pricing |
| Home Entertainment Services | \$25 | call for pricing |
| Home Communications | \$5 per user | call for pricing |
| Remote Backup | Call for pricing | call for pricing |
| | | |

Technology Training

Call for price

COMTEX TECHNOLOGIES CO • (317) 409-4592 • FAX (317) 926-5975 • EMAIL: SALES@COMTEX.US